

FRESNO, CALIFORNIA
CLASS SPECIFICATION
DOCUMENTS ASSISTANT

FLSA STATUS:

Non-Exempt

CLASS SUMMARY:

The Documents Assistant is the first and entry level in a four level Printing Services series. Incumbents perform a variety of production and mailroom duties including: processing, delivery, and distribution of mail and supplies; operating high-speed copiers; binding documents; and maintaining equipment and supplies. Incumbents also provide customer service to internal departments and other staff.

The Documents Assistant is distinguished from the Documents Technician, which has responsibility for performing basic graphic design activities and operates printing presses.

TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

**FRE-
QUENCY**

1.	Operates a variety of printing and/or copying equipment in accordance with job specifications.	Daily 40%
2.	Maintains and troubleshoots copiers, bindery equipment, and/or other related equipment; performs minor and routine repairs.	Daily 10%
3.	Operates a variety of bindery equipment, which may include cutters, folders, punches, binders, drills, and/or other related items.	Daily 10%
4.	Logs, invoices, and processes job requests, ensuring proper coding.	Daily 10%
5.	Delivers interoffice and U.S. mail to correct departments at multiple sites in a timely manner according to established schedule(s).	Daily 10%
6.	Processes incoming and outgoing interoffice and U.S. mail, ensuring correct postage and sorting mail for proper delivery and processing.	Daily 10%
7.	Responds to special requests from internal departments related to mail and/or courier activities.	Daily 5%
8.	Monitors and stocks paper and supply inventory, ensuring appropriate volume to facilitate efficient operations.	Monthly 5%
9.	Performs other duties of a similar nature or level.	As Required

FRESNO, CALIFORNIA

CLASS SPECIFICATION

DOCUMENTS ASSISTANT

Training and Experience (positions in this class typically require):

- High School Diploma, or GED, and one year of administrative support or print shop experience are required;
- OR
- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing Requirements (positions in this class typically require):

- Basic Class C license.

Knowledge (position requirements at entry):

Knowledge of:

- Operation of print servers and related equipment
- High and medium-speed production copiers
- Applicable tools and equipment utilized in assigned area or responsibility
- Paper types and weights
- Mathematical principles
- Customer service policies, principles and practices

Skills (position requirements at entry):

Skill in:

- Providing customer service
- Using computers and applicable software applications
- Safely operating and maintaining applicable tools and equipment
- Prioritizing and assigning work
- Performing routine and minor maintenance and repair activities
- Preparing and performing mathematical calculations
- Managing multiple priorities simultaneously
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, business/organizations, elected and appointed officials, etc. sufficient to exchange or convey information and give and/or receive work direction

FRESNO, CALIFORNIA

CLASS SPECIFICATION

DOCUMENTS ASSISTANT

Physical Requirements:

Positions in this class typically require: feeling, finger dexterity, grasping, hearing, repetitive motions, seeing, talking, bending, kneeling, lifting, reaching, standing, stooping, walking, balancing, climbing, crawling, crouching, pulling and pushing.

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

Positions in this class typically require; moving mechanical parts, electrical hazards, vibrations, fumes, odors, dusts, poor ventilation, environmental hazards, gasses, chemicals, oils, work space restrictions, inadequate lighting and intense noises.

Note:

The above job specification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Classification History:

Draft prepared by Fox Lawson & Associates (LM)

Date: 12/2007

Reviewed by the City of Fresno

Date: 5/2008